



# CUSTOMER ADMINISTRATOR USER GUIDE **eSECURE**

**DHL Express – Excellence. Simply delivered.**



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# INTRODUCTION



**DHL eSecure is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools, allowing self-registration and/or self-shipping capabilities.**

## Key Features:

- Full control given to our customers to decide which users are able to use the account numbers for shipping
- Approval or rejection for use of account number request can be done via MyDHL+ or email easily
- 13 months of email addresses visibility on prior usage will be provided

## Terminologies

|         |                                                                                                                                                        |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Account | Refers to DHL Express Account                                                                                                                          |
| MyDHL+  | An online shipping application that hosts eSecure administration menu for customers                                                                    |
| Admin   | Administrator                                                                                                                                          |
| CSV     | Cyberservices. A DHL global Customer Service (CS) application that enables CS Advisors to answer customer queries, book shipments and request pickups. |
| csv     | Comma-separated values                                                                                                                                 |
| GCDB    | Global Consumer Database                                                                                                                               |

# LOGIN TO eSECURE

Access eSecure menu is accessible under My Shipment Settings after logging into MyDHL+.

**DHL Express** Help Center Locations English

MyDHL+ Home Ship Track Register Login

Create a New Shipment Get a Rate and Time Quote Schedule a Pickup

**A** Country/Territory From  
Street address, city, postal code, country...

**B** Country/Territory To  
Street address, city, postal code, country...

No account? No problem! Pay with a credit card. Get a quick quote and start shipping View packaging and delivery options **Next**

**Login**

Email Address \*

Password \*

[Forgot/Reset Password](#)

☐ Remember me

**Login**

Not Registered? [Register Now](#)

**Track Your Shipments**

Enter up to 10 numbers, separated by a comma or return

**Track**

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MyDHL+ Home Ship Track Manage Shipments 0 View/Pay Bill My Shipment Settings My Profile

Authorized User

Account No

Account Administrator

Authorized Domain

**SHIPMENT DEFAULTS**

Delivery Options

Shipment Protection

Customs Clearance

Courier Pickups

Return Shipments

Save Shipments

Assigning Shipments

Currency and Measurement

Addresses

**MY SAVED SETTINGS**

My DHL Accounts

Authorized Account Usage

**Access eSecure**

Packaging Settings

Shipment References

Printer Settings

Notifications and Sharing

**MY CUSTOMS CLEARANCE SETTINGS**

Customs Invoice Templates

My Product/Item List

Digital Customs Invoices

# GENERAL

Service menu is available on the left panel and at the top navigation.

Action buttons are colour-coded accordingly throughout the application.

Examples:

**Add**

Primary Action

**Reset**

Secondary Action

**Download**

Normal Action

---

## Actions

Reset

Download

Active &amp; Inactive

'CTRL' + Your selection

## Functions

Clears all selected values/filters

Allows download of the respective services list:

- Without any filter, full list will be downloaded
- If there is any filter applied during a search, only searched result will be downloaded

This action can be used by checking the tick box next to the items within a service, multiple selections is allowed

This action can be used by checking the tick box next to the items within a service, multiple selections is allowed

- 
- Pagination is available at the top and bottom of a table
  - Multiple check can be done by ticking the boxes
  - Wild card searches could be done using asterisk (\*)

# HOW TO APPROVE USERS

This service allows a Customer Admin to manage the user approval activity. Once an account is added into eSecure, email addresses that used the account number within the last 13 months from Online Shipping applications (eMailship and MyDHL+) will also be presented in this screen as Pending status, and serves as the base of approval preparation for the Customer Admin.

**Authorized User**

Account No

Customer Administrator

Authorized Domain

**Email ID**

**Account Number**

**Status**

Approved  
Rejected  
Pending

**Origin**

SINGAPORE

Search Reset

✓ 18 records found

Add Approve Reject Copy Upload Download

| <input type="checkbox"/> | Email ID        | Account Number | Origin    | Status   | Assigned By       | Modified Date |
|--------------------------|-----------------|----------------|-----------|----------|-------------------|---------------|
| <input type="checkbox"/> | joe@sample.com  | 950000001      | SINGAPORE | Approved | sz1234@sample.com | 26-Feb-20     |
| <input type="checkbox"/> | lim@sample.com  | 950000002      | SINGAPORE | Approved | sz1234@sample.com | 27-Feb-20     |
| <input type="checkbox"/> | john@test.com   | 950000003      | SINGAPORE | Approved | sz1234@sample.com | 17-Mar-20     |
| <input type="checkbox"/> | dunphy@test.com | 950000004      | SINGAPORE | Approved | sz1234@sample.com | 17-Mar-20     |

Click on 'Add' to perform a single user or multiple users' approval. Email addresses use comma (,) or semi-colon (;), click 'Save' after.

## Authorized User

Use comma (,) for multiple entries in Account number and Email ID fields

**Account Number**

95xxxxxx99

**Email ID**

lcol1@company.com  
lcol2@company.com  
lcol3@company.com

Save Cancel

'Upload' feature is available for Customer Admin to perform multiple users upload. A sample csv file is available in the application for the file preparation. The file has to comply with the following:

- In .csv format
- Contains maximum 1000 email addresses
- Cannot be larger than 102 kb

| Email ID               | Account Number | Status (Approved or Rejected) |
|------------------------|----------------|-------------------------------|
| testuserA@testmail.com | 111111111      | Approved                      |
| testuserB@testmail.com | 111111111      | Rejected                      |

### Upload Users

**i** To add multiple users, download the Sample CSV File and fill up the necessary information per defined columns. Click on Browse to select the file and click Upload after. First row of the file is considered as header and will be ignored. Please make sure file is in CSV format, does not exceed 102400 bytes (maximum 100 records).

✓ 2 records processed, 2 successful, 0 failed. X

✓ 2 records found

**i** Click on the Download icon to download the status of the uploaded records.

| Email ID       | Account Number | Status   | Assigned By           | Modified Date | Upload Status | Failure Reason |
|----------------|----------------|----------|-----------------------|---------------|---------------|----------------|
| joe@sample.com | 950000001      | Approved | lim.szeloai@gmail.com | 25-Aug-20     | Successful    |                |
| lim@sample.com | 950000002      | Rejected | lim.szeloai@gmail.com | 25-Aug-20     | Successful    |                |

For customers having multiple accounts within the same company and is authorized to use more than one account number, the Customer Admin can make use of the 'Copy' function to easily select approved email addresses and copy them over to other account numbers.

### Authorized User

**i** For multiple select, use 'CTRL' key and click on Email IDs. Use comma (,) for multiple entries in Account number field.

Select Email IDs

- joe@sample.com
- joe01@sample.com
- bianca@sample.com
- cory@sample.com
- cory01@sample.com
- cory02@sample.com
- megan@sample.com
- joshua@sample.com
- joshua01@sample.com

Account Number

# HOW TO MANAGE YOUR ACCOUNT NUMBER

This service allows the Customer Admin to have an overview of account numbers which are under his/her administration.

The Email ID CONSENT feature allows the requestor to contact the Customer Admin directly for expedited approval request.

 **DHL Express**

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MyDHL+ Home | Ship | Track | Manage Shipments **3** | View/Pay Bill | My Shipment Settings |  My Profile

Authorized User

Account No

Customer Administrator

Authorized Domain

### Account No

**Account Number**

**Company Name**

**From Date**

**To Date**

**Origin**  

SINGAPORE

**Status**  

Enabled  
Disabled

**Email ID Consent**  

Yes  
No

**Search** **Reset**

✓ 1 records found

**Enable** **Disable** **Email ID Consent** **Download**

| <input type="checkbox"/> Account Number | <input type="checkbox"/> Company Name | Origin    | Status  | Email ID Consent | Assigned By                | Modified Date |
|-----------------------------------------|---------------------------------------|-----------|---------|------------------|----------------------------|---------------|
| <input type="checkbox"/> 950000001      | SAMPLE COMPANY                        | SINGAPORE | Enabled | No               | lim.szeloioi@gmail.co<br>m | 22-May-20     |

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# HOW TO ADD MORE CUSTOMER ADMINISTRATORS

This service allows adding, viewing, and editing of Customer Admins on a DHL Express Account in eSecure.

- A Customer Admin is deemed as the identified individual from the customer's organisation, whom has the authority to manage the security status of the account. This includes approval (or rejection) of the activities of the users and domains.
- Customer admin can access eSecure via MyDHL+. Upon the registration of Customer Admin, a 'User Profile' will be registered automatically in MyDHL+ if it does not exist yet. If an email address is already an existing MyDHL+ User Profile, the 'Access eSecure' menu in MyDHL+ will be added and become visible on their next login.
- To add a new Customer Admins, select any of the existing account's checkbox on the left, and click "Add"

DHL Express

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[My Profile](#)

Authorized User  
Account No  
Customer Administrator  
Authorized Domain

### Customer Administrator

Account Number

Email ID

First Name

Last Name

Company Name

Origin

Status  

Active

Inactive

Search

Reset

✓ 10 records found

Add
Active
Inactive
Download

| <input type="checkbox"/> | Account Number | Email ID           | First Name | Last Name | Company Name   | Origin    | Status | Action          |
|--------------------------|----------------|--------------------|------------|-----------|----------------|-----------|--------|-----------------|
| <input type="checkbox"/> | 950000001      | joe@sample.com     | Joe        | Lim       | SAMPLE COMPANY | SINGAPORE | Active | <div>Edit</div> |
| <input type="checkbox"/> | 950000002      | sam@sample.com     | Sam        | LIM       | SAMPLE COMPANY | SINGAPORE | Active | <div>Edit</div> |
| <input type="checkbox"/> | 950000003      | express@sample.com | Express    | GHO       | SAMPLE COMPANY | SINGAPORE | Active | <div>Edit</div> |
| <input type="checkbox"/> | 950000004      | event@sample.com   | Event      | 5Nov      | SAMPLE COMPANY | SINGAPORE | Active | <div>Edit</div> |
| <input type="checkbox"/> | 950000005      | mydhl@sample.      | MyDHL      | eSecure   | SAMPLE COMPANY | SINGAPORE | Active | <div>Edit</div> |

Fill up the information of the new Customer Admin and click “Save” to proceed if it is only 1 to add, or click “Add” to continue with more new Customer Admin creation.

 **DHL Express**

Help CenterLocationsEnglish

MyDHL+ HomeShipTrackManage Shipments **2**View/Pay BillMy Shipment Settings My Profile

Authorized User

Account No

Customer Administrator

Authorized Domain

### Customer Administrator

**Account Number**

**\*Required. Fill in the details for customer account administrator.**

**First Name**

**Last Name**

**Email ID**

**Phone**

**Company**

**Origin**

**Language**

AddSaveCancel

# HOW TO AUTHORIZE AN EMAIL DOMAIN

This service allows the Customer Admin to authorize usage of an account at the email domain level. Domains added here must start with alias (@) sign. It is not possible to add a domain which is already part of the global banned domain list.

For example, if @sample.com is an authorized domain for account 661222337, a user with the email looi@sample.com will be automatically approved and authorized upon attempting to use 661222337 in MyDHL+ .

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Authorized User  
Account No  
Customer Administrator  
**Authorized Domain**

### Authorized Domain

Domain Name

Origin

Account Number

Status  

Active

Inactive

Company Name

[Search](#)
[Reset](#)

✓ 4 records found
 

[Add](#)
[Active](#)
[Inactive](#)
[Copy](#)

| <input type="checkbox"/> Domain Name   | Account Number | Origin    | Company        | Status   | Assigned By          | Modified Date |
|----------------------------------------|----------------|-----------|----------------|----------|----------------------|---------------|
| <input type="checkbox"/> @sample.com   | 950000001      | SINGAPORE | SAMPLE COMPANY | Active   | lim.szeloai@gmail.co | 25-Aug-20 m   |
| <input type="checkbox"/> @testmail.com | 950000002      | SINGAPORE | SAMPLE COMPANY | Inactive | sze.looi.lim@dhl.com | 22-Feb-17     |
| <input type="checkbox"/> @company.com  | 950000003      | SINGAPORE | SAMPLE COMPANY | Inactive | lim.szeloai@gmail.co | 15-Aug-19 m   |
| <input type="checkbox"/> @express.com  | 950000004      | SINGAPORE | SAMPLE COMPANY | Inactive | sze.looi.lim@dhl.com | 22-Mar-20     |



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Updated: 09/ 2020